



ABA / NLADA Equal Justice Conference 2000

Case Management Session for
IT Professionals

Steve Green / Steve Leaden

S. R. Green & Associates

Houston, TX

April, 2000



General Agenda

- Some Quotes, Some Trends
- Consultant intro
- Case Management and WANs
- Process And Challenges
- Some Examples



Some Quotes

“This ‘telephone’ has too many shortcomings to be seriously considered as a means of communication.”

—Western Union, Internal Memo, 1876

“I think there is a world market for maybe five computers.”

—Thomas J. Watson, Chairman, IBM, 1943



Some Quotes

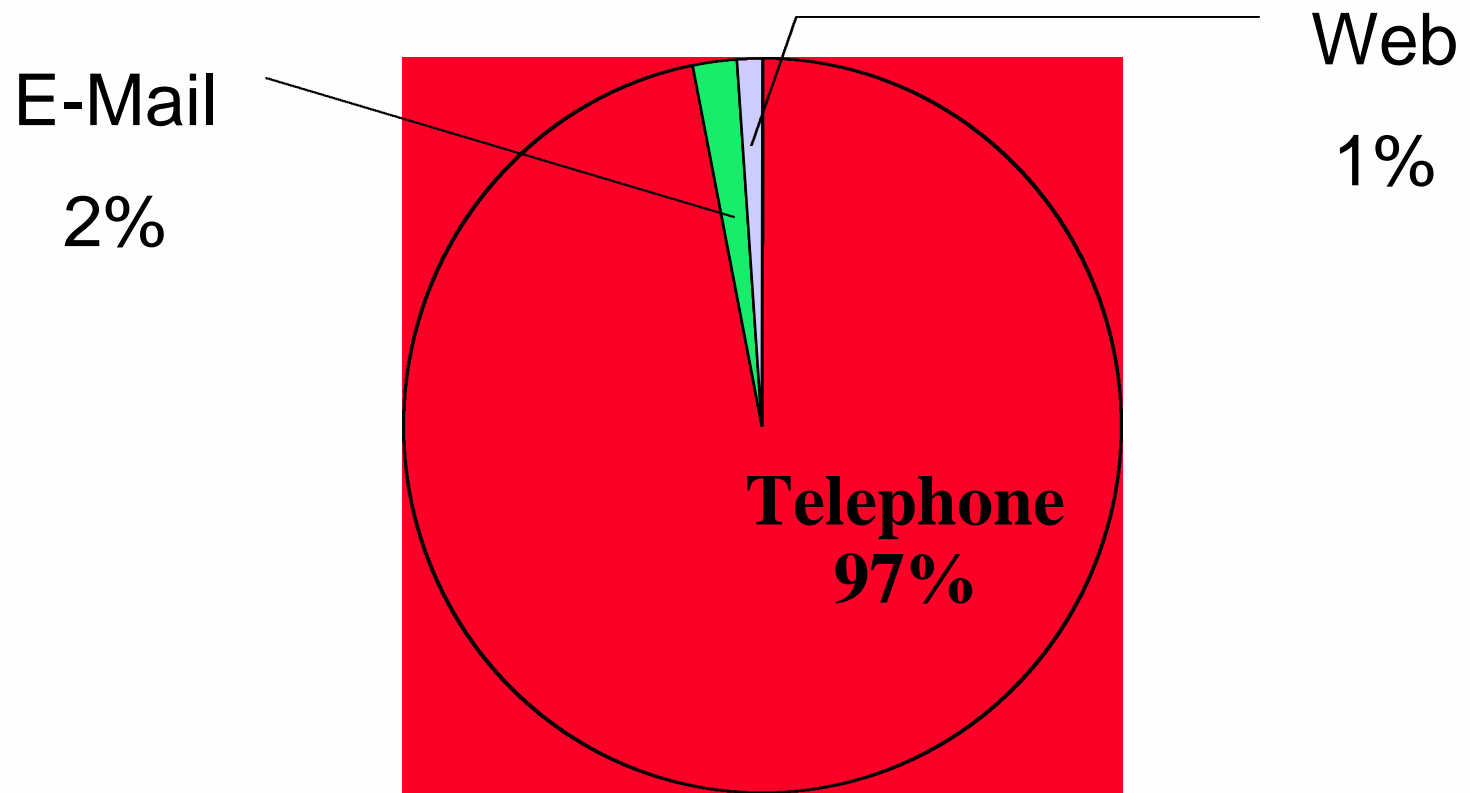
“There is no reason anyone would want a computer in their home.”

–Ken Olsen, Founder,
Digital Equipment Corp, 1977

“640K of RAM ought to be enough for anybody.”

–Bill Gates, Founder, Microsoft, 1981

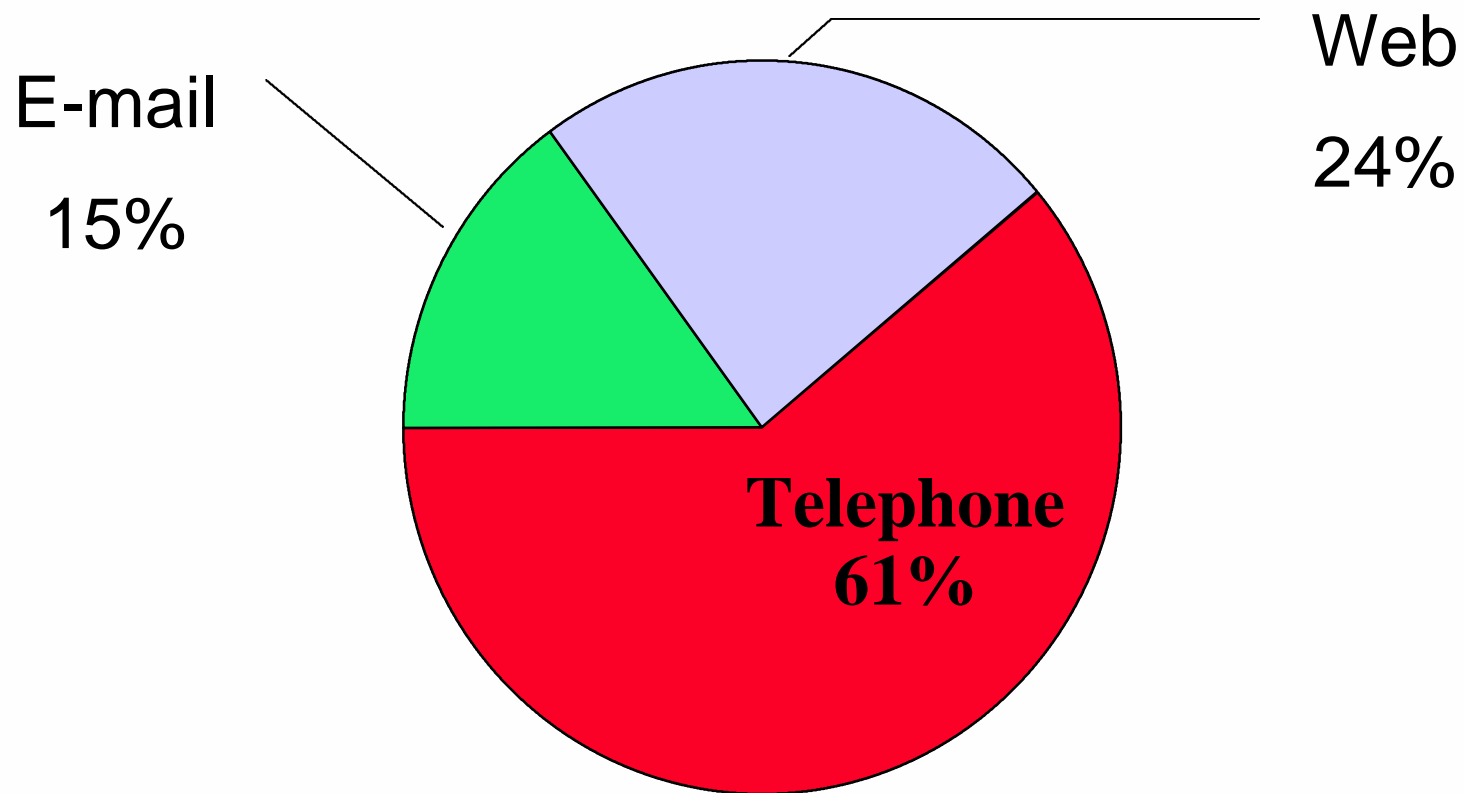
E-Communications



1997

DATA: FORRESTER RESEARCH AND INFORMATIONWEEK
InformationWeek Online, "The Modern Call Center," October 4, 1999

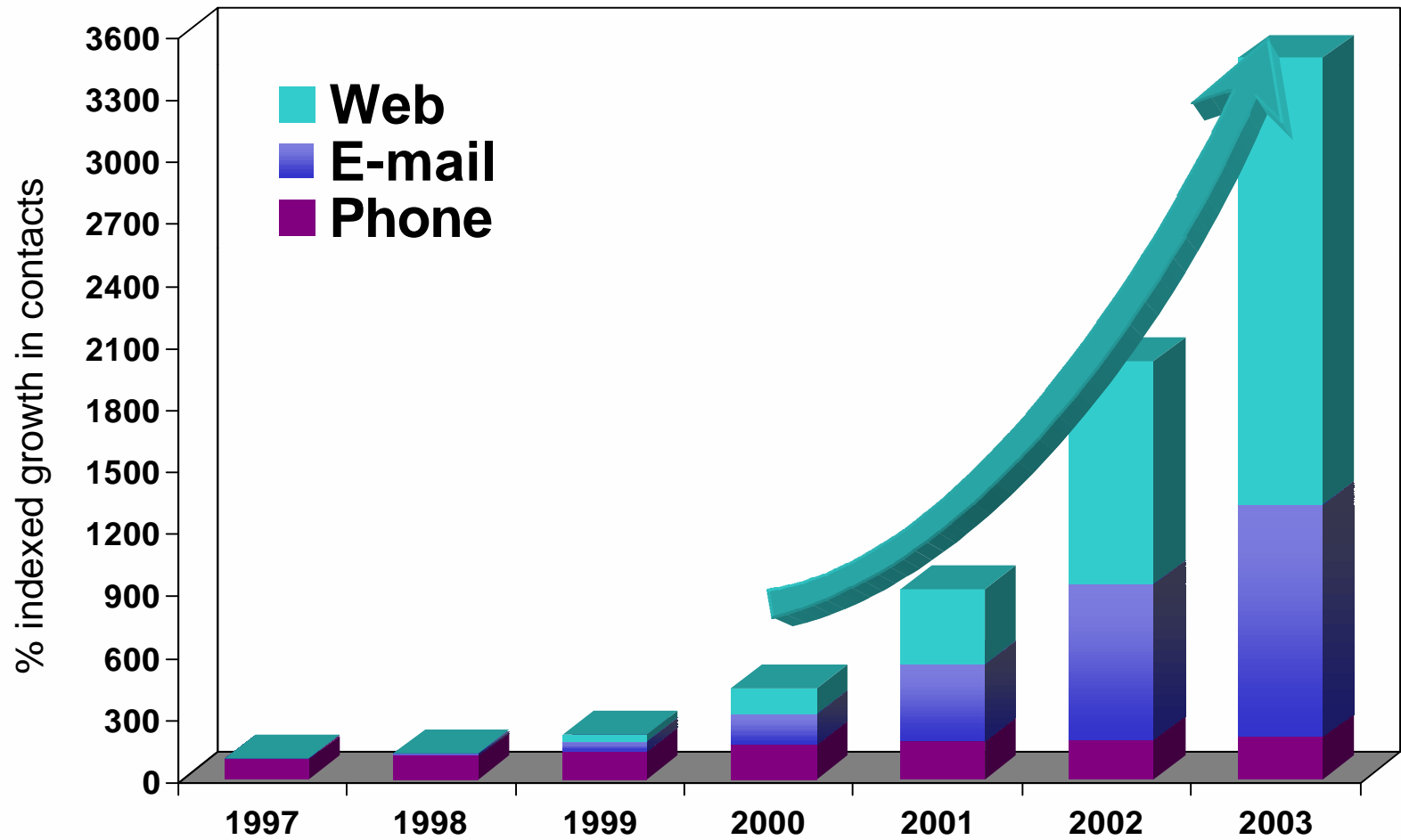
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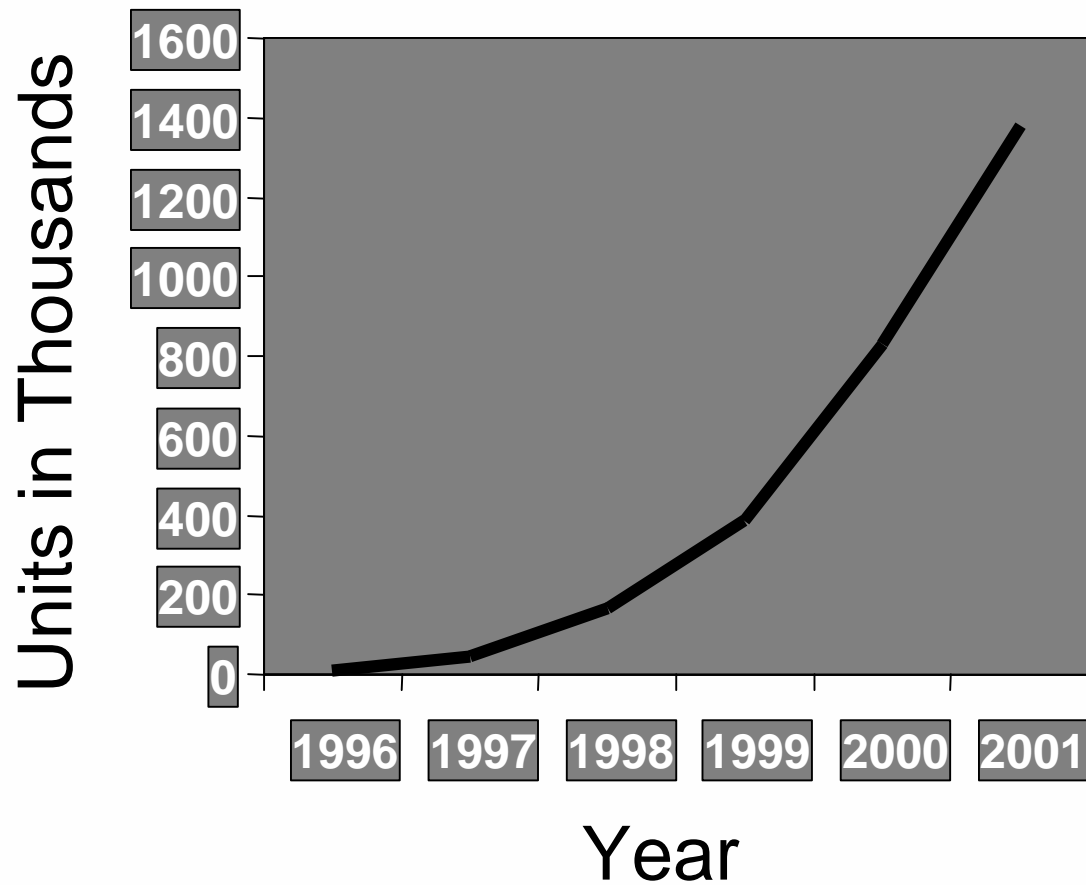
Increasing Volume of Web, E-Mail and Voice Transactions



Source: Forrester

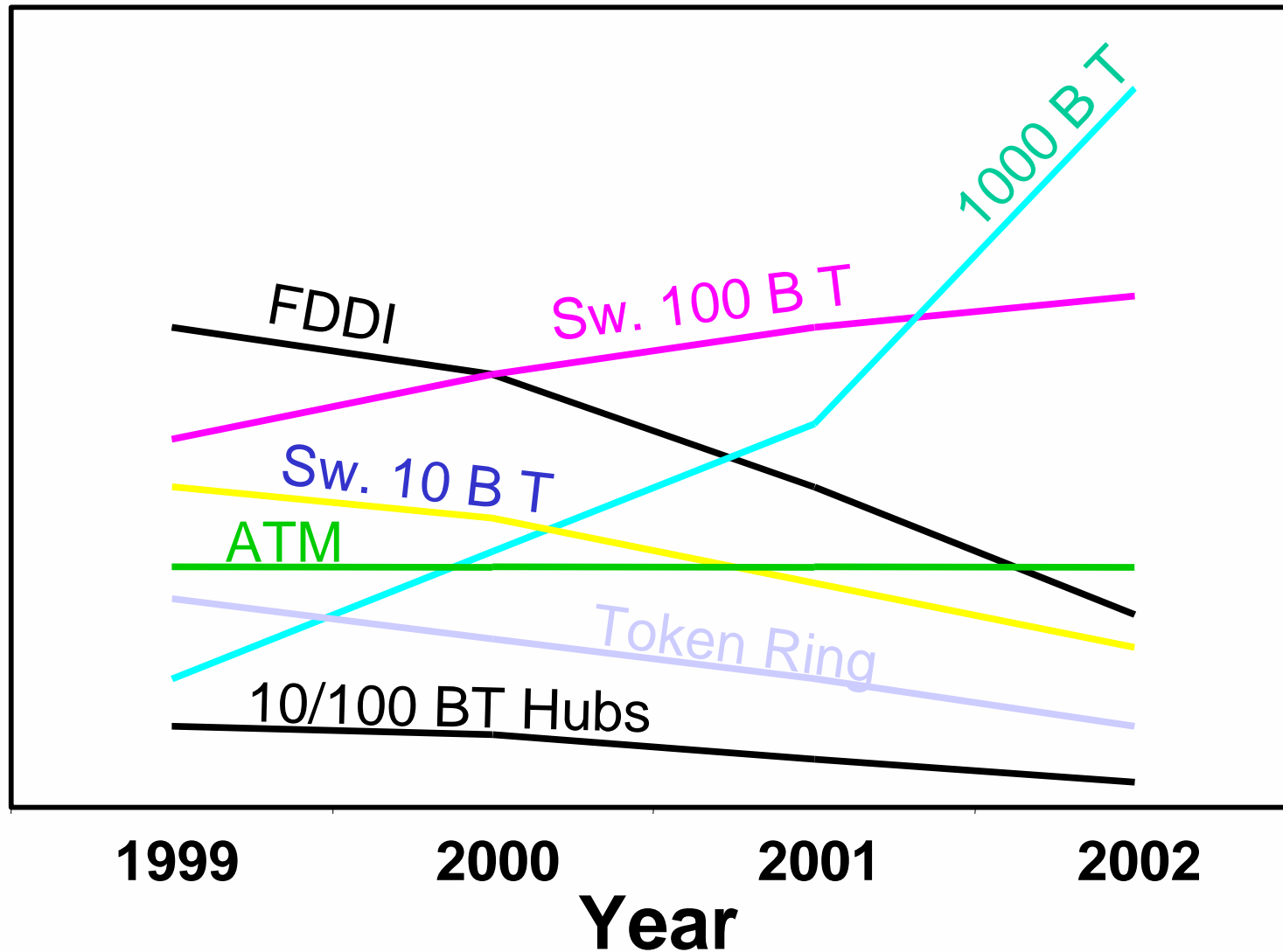
VoIP Global Forecast

Corporate Units



Source: Frost & Sullivan

New LAN backbones



Source: Meir Communications



Introduction - STC Members, STC Intro

- Strict Code Of Ethics
- Best of class, best of breed consultants
- A positive, professional influence in the telecommunications industry
- Educate ourselves regularly, adding value to our clients
- We network regularly with peers and develop strategic partnerships



Steve Green

- In business 16 years
- Graduate University of Wisconsin
- Engineer by trade
- Specialize in:
 - CTI Call Centers
 - Value-added networks for Legal Services
 - Specialized/hidden carrier offerings
 - Convergence of voice and data
- Involved with Legal Services projects 6+ years



Steve Leaden

- In telecom business 23+ years
- Graduate Marist College, NY
- Specialize in:
 - Call Centers
 - WANs//LANs/Internet design
 - Network value-adds
 - Convergence of voice and data
- Involved with Legal Services projects 4+ years



Case Management And WANs



Distributing Data to Multi-Site Organizations

- Solution A - Relocate the offices
- Solution B - Distribute the data
over a WAN



Case Management

- Building a LAN/WAN
- Expectations of the software
 - Conflict checks
 - General intake screening and eligibility
 - Record keeping for funding entities
 - Case notes and client history

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WANs - Why Not In The Past

- WAN hardware and data transport costly
- Technological advancements now
- Data transport now competitive
- Equipment less costly
- WAN can function with a hot line call center

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WANs - Why Now - Databases/Software

- Software improvements
- Citrix/SQL solutions
- Older DOS or legacy software
 - Not LAN/WAN friendly
 - Larger bandwidth requirements, bandwidth “hogs”
- Examples - new solutions
 - LASSD (Dennis Holz)
 - LAFLA (Lucci Moreira) - presenter

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WAN Advantages

- Data transfer rates faster
- Internet access is full-time and faster
- Eliminates dial-up per minute charges
- All users can access the network simultaneously

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WAN Advantages

- Eliminates the need to sign-on and wait for modems to connect
- Easier to add individuals as the network grows
- More difficult to hack
- Less susceptible to “line hits” and dropped calls/sessions

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WAN Additional Benefits

- E-Mail distribution
- Westlaw/Lexis Nexis browsing
- Internet access/browsing
- Free phone calls - interoffice
 - VoIP
 - Clear channel voice (channels)
- Centralized voice mail
- Least Cost Routing



Differences In New Software Configurations

- Less Bandwidth needed
- Individual cases pulled across the network



Transport Methods Utilized

- Dial-Up
 - Local telephone company lines
 - ISDN
- Hybrids
 - DSL (\$39 - \$69 per month)
 - Cable modems
- Packet Switched
 - Frame Relay
 - ATM
 - Internet (VPN)
- Dedicated networks (almost passe')



The Market Trend Is ...

- “We are moving from a dedicated circuit world to a packet-switched world”
- “Always on”
- Chambers’ Law: “Internet years are like dog years: one year on the Internet is like seven regular years.”



The Process

- Needs Assessment
- Systems and Network Procurement
- Project Management, Implementation
- Project Documentation

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Needs Assessment

- Examine traffic types and loads
- Possibilities for centralized voice mail and “internal” voice call traffic
- E-mail, Legal and Internet Browsing
- Determine availability of transport facilities



Needs Assessment

- Justify/Qualify
 - Equipment
 - Facility type(s)
 - Bandwidth requirements
 - Each location
- Show the value-adds of the new network / cost offsets

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Challenges To Implementation

- “It’s not my problem”
- Installation and configuration issues
 - Telco
 - Hardware
- Ongoing network management

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Long Distance Advertising

– Misrepresentation #1

- “Long Distance Calls Cost 10¢ a Minute”
- In fact, all calls are subject to a 50¢ minimum charge.

– Misrepresentation #2

- “Long Distance Calls Cost 10¢ per Minute”
- In fact, rate is only available if pay \$5.95 monthly fee



Major Bell LEC Backsliding

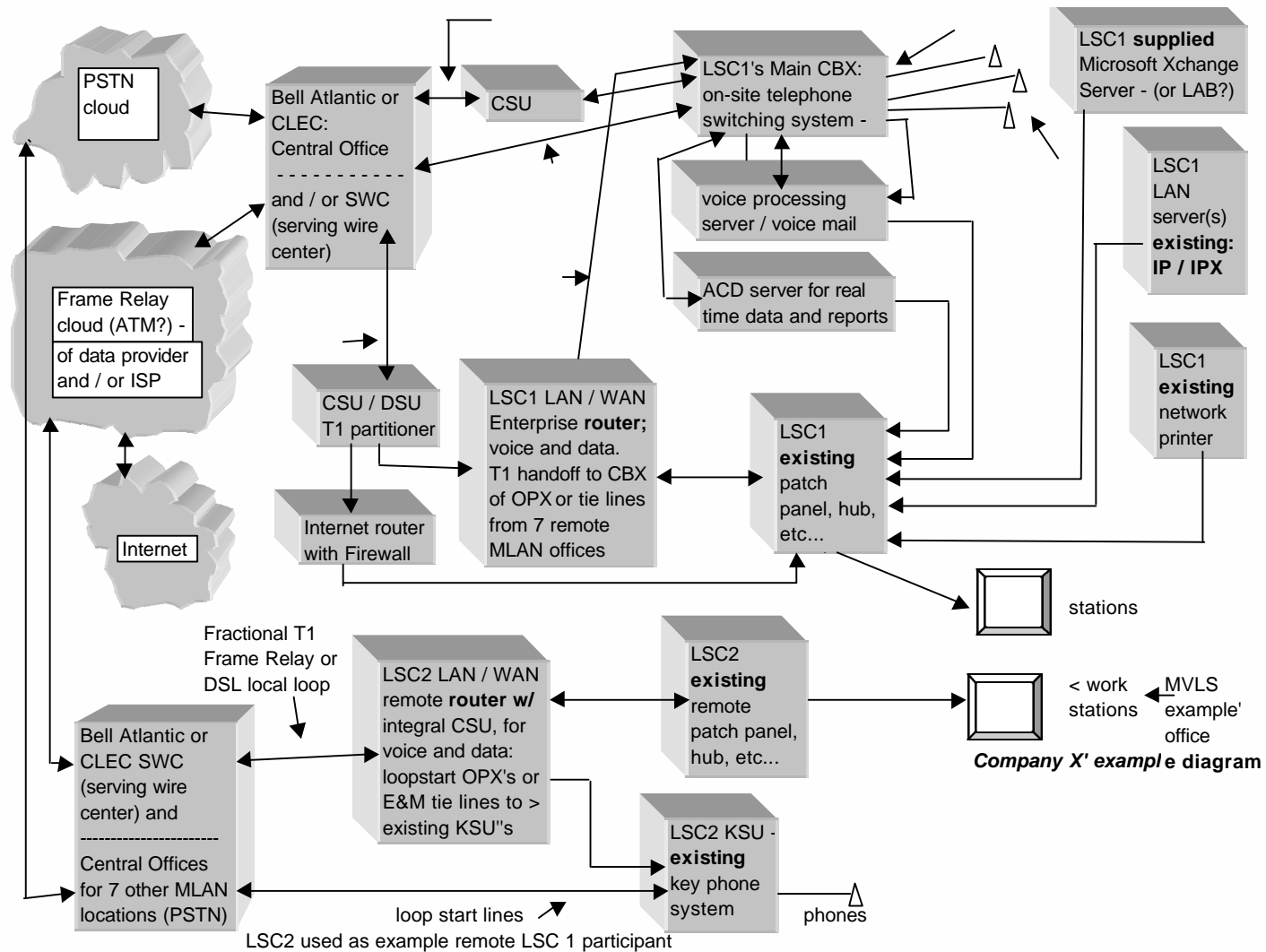
- March 9 FCC Order
 - Enters Consent Decree
 - Failure to Lawfully Process Interconnection Orders
 - Mishandled/Lost Orders
 - Voluntary Payment of \$3 Million; Liable up to \$24 Million
 - FCC Backsliding Team



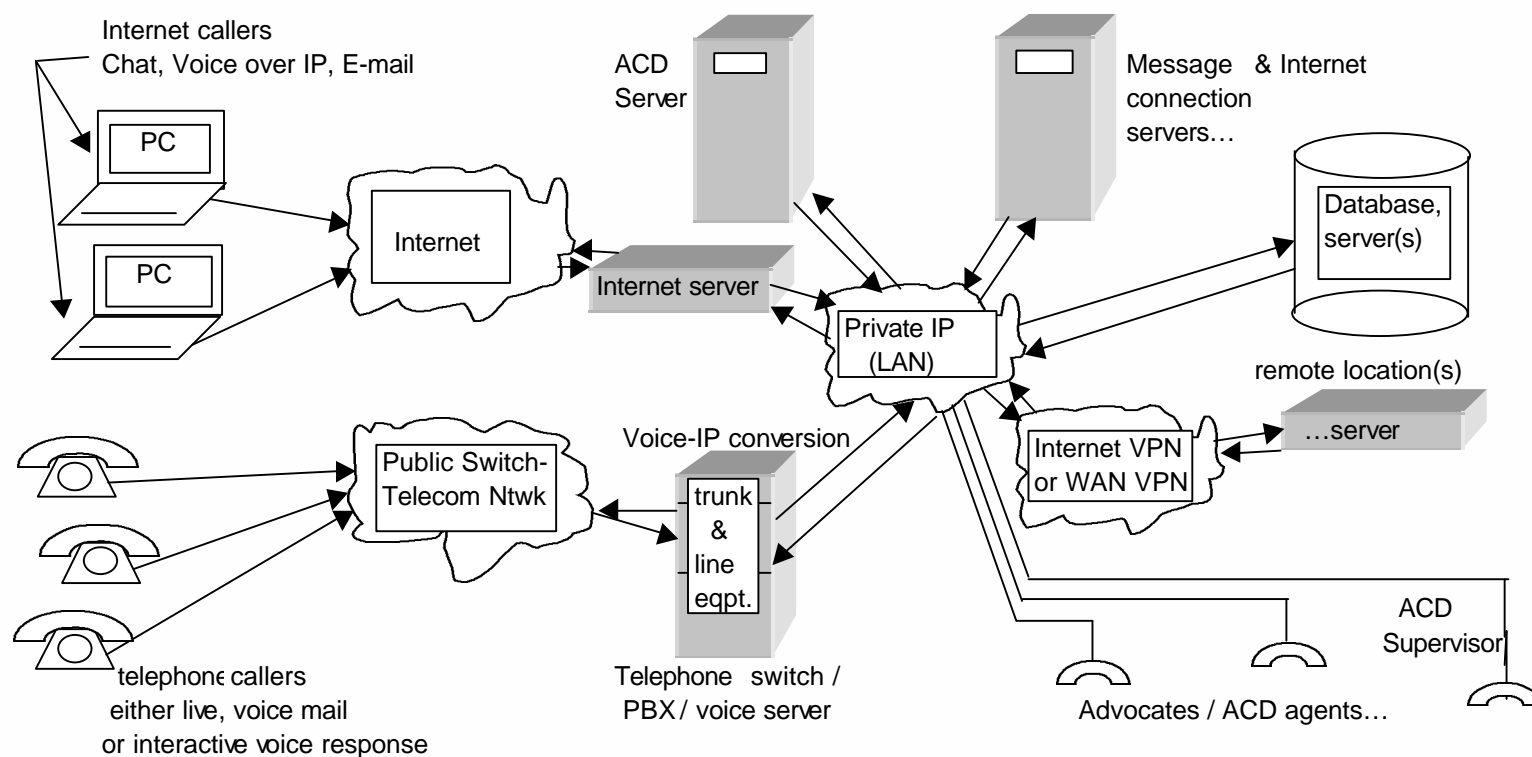
Major Bell LEC Backsliding

- Service Order Deterioration
 - Trouble Tickets
 - 11/99: 33,000
 - 12/99: 60,000
 - 1/00: 86,000
 - 2/1-11/00: 48,000
- Impacts CLECs and Local Service Resellers

LSC Client, East Coast



I-CAN Network Diagram



I-CAN Network Diagram

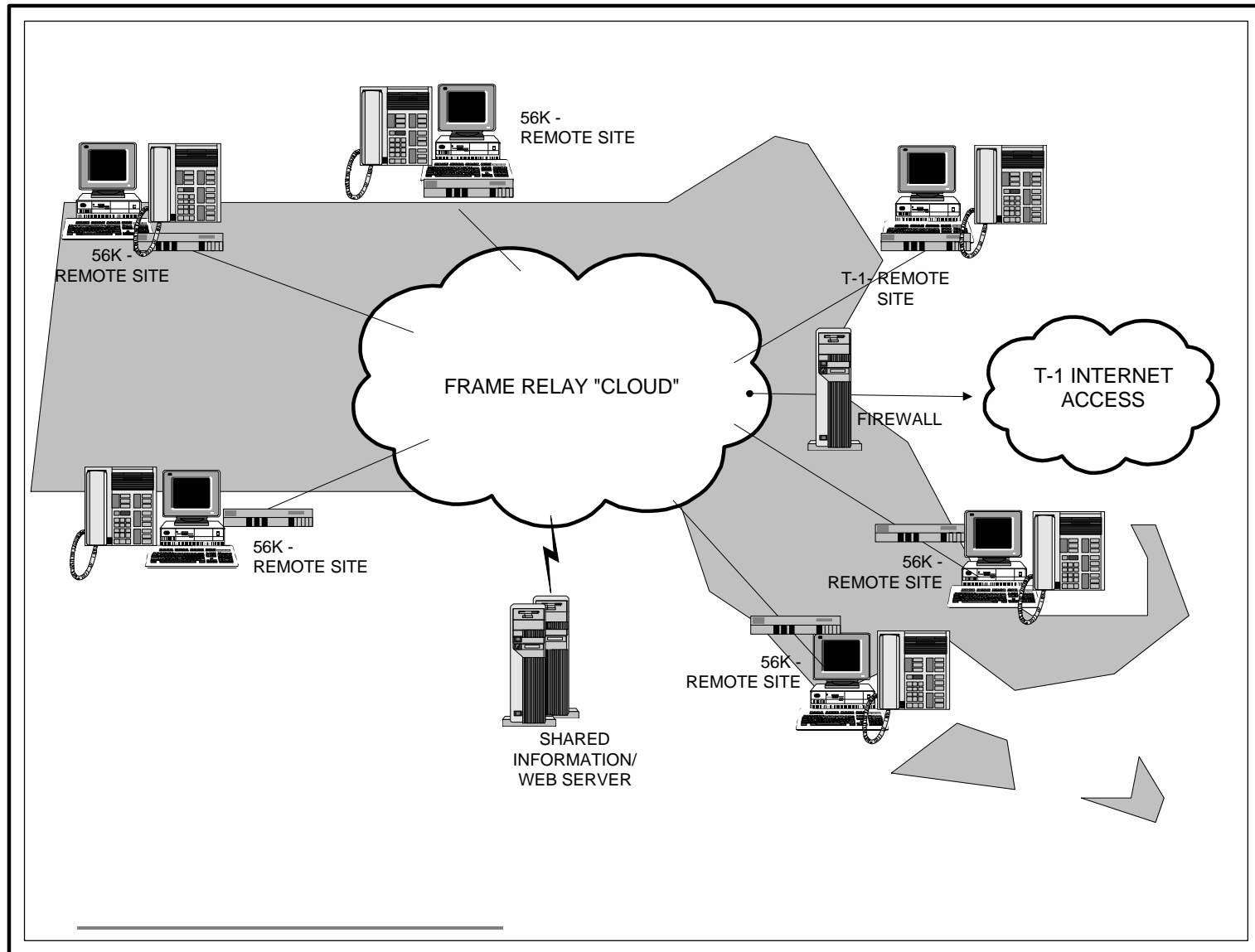
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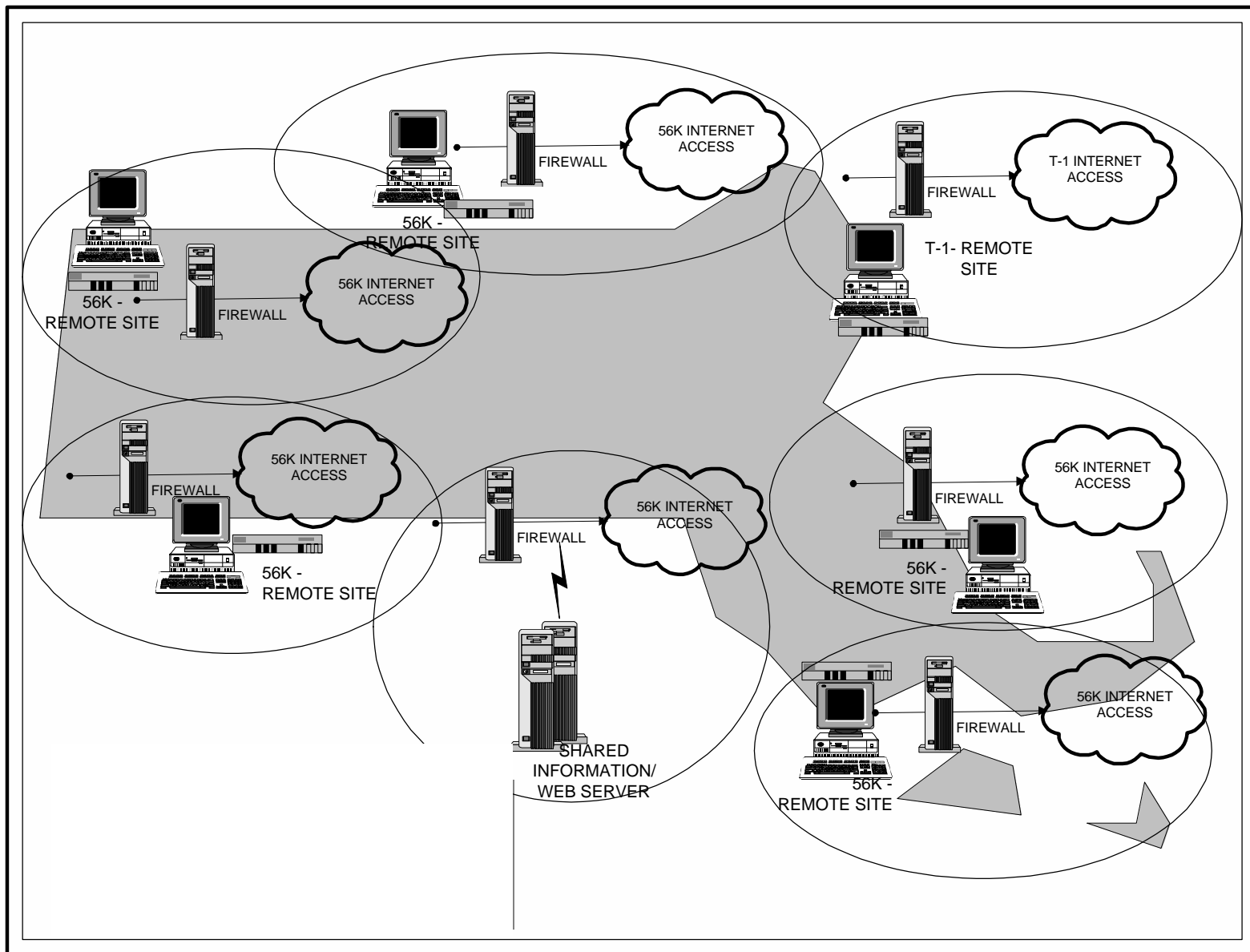
Legal Aid Society of Orange County

12 March, 00

S. R. Green & Associates

Converged Model







Final Quote

“It requires a healthy dose of paranoia to balance technological abilities with customer needs, knowing there is an unlimited upside.”

- John Chambers, Cisco Systems